



While the Enterprise Rent-A-Card contract is working well for some, others have experienced a few problems that we will address here. If you have further questions you may contact our local representative directly at:

Mike Gartner (effective 12/14/05)
Enterprise Rent-A-Car
Regional Corporate Accounts Manager
(208) 658-0865 x204 (office)
(208) 941-7362 (cell)
(208) 378-1744 (fax)
ryan.g.staten@erac.com

To report problems with Enterprise service please use the Vendor Performance Report Form available on the Division of Purchasing website (preferred method) or by contacting the Contract Administrator, Gerry Silvester:

Vendor Performance Report Form:
http://www2.state.id.us/adm/purchasing/ManualsForms/Forms/perf_rpt.htm

Gerry Silvester
Idaho Division of Purchasing
Purchasing Officer
(208) 332-1608
(208) 327-7320 – fax
gerry.silvester@adm.idaho.gov

Payment Methods

Enterprise offers these payment methods:

- Direct Bill for Idaho, Oregon, Washington
- National Direct Bill for those that need to travel outside of the tri-state area
- State P-Card
- Personal Credit Card for those that need to purchase their own travel and be reimbursed by their agency – requires identification that the person is a govt employee

Reserving a Car

Reservations can be made on the Internet or by calling 800-261-7331. When calling be sure to identify yourself as a state/public agency employee and give them your Enterprise account number. The account number is the only way to access the contract and get the correct pricing. Without the account number you will get contract pricing and not get the added liability insurance.

What to Do When a Location is Closed

If you are arriving after an Enterprise location is closed or, in smaller towns, on a Sunday when they are not open, (like Lewiston, Idaho Falls, and Pocatello) you can:

- Phone the local location in advance and make arrangements for special pick up or delivery of your car. Many Enterprise locations will stay open a little later for you or will make arrangements to leave a car at the airport or at a hotel for you. You will need to talk to the local office for this service, it is not available through the website or the 800 number. A list of local offices is available on the Internet.
- Use another rental company. If Enterprise cannot accommodate your needs you may use any car rental company that is available. Please be aware that the State does not have any contracts with other companies, and Enterprise should always be your first choice if available.

Here are instructions on how to arrange for after hours cars in Idaho Falls, Lewiston, and Pocatello:

- Idaho Falls

Call branch directly to make reservation with branch manager Glenn Darley or assistant manager Kirk Bitton for all after hour rental needs. 208-523-8111.

If your account is set up to pay with a P-Card then you will be asked for that at the time of reservation.

If you have arranged for picking up the car at the airport, here are the directions to Aeromark:

Aeromark is located to the West of the airport terminal. Walk past the airport terminal, through the employee parking lot towards the Chevron sign and front door of Aeromark. The rental contract and keys will be at the front desk (as long as reservations were made in advance).

Call 208-523-8111 and talk to Glenn or Kirk for any questions and for the return of the rental car.

- Lewiston

Call branch directly to make reservation with branch manager Nicholas Cox or assistant manager Christopher Kynes for all after hour rental needs. 208-746-2878

- Pocatello

Call branch directly to make reservation with branch manager Ryan Linnemeyer for all after hour rental needs at 208-232-1444.

If your account is set up to pay with a P-Card then you will be asked for that at the time of reservation.

If you have made arrangements to pick up the car at the airport, here are directions to the AV Center:

The AV Center is located to the East of the airport terminal. The distance is about ¼ mile walking next to the fence. There are a couple of buildings that you will pass prior to arriving at the AV Center. The door to the AV Center faces the terminal. The rental contract and keys will be at the front desk (as long as reservations were made in advance by calling 208-232-1444).

What If My Reserved Car is Not Available?

Enterprise has committed to having the vehicle you reserved available under this contract. If, for some reason, it is not available you will be upgraded to the next model at no charge. We are hearing that sometimes a location claims to have no knowledge of your reservation even though you may have a confirmation number. If that happens please contact Ryan Staten and Gerry Silvester so that they can investigate the problem.

What About One-Way Drops?

One-way rentals are allowed under this contract. It has not been normal procedure for Enterprise in the past and sometimes an employee at a local office may not be aware of the contract terms. Again, if this happens to you, report it to Ryan and Gerry.

Vehicle Cleanliness and Full Tank

We have heard that some vehicles are not clean and do not have a full tank of gas. Under the contract terms, vehicles must be delivered clean and with a full tank of gas. If your rental car is not please let them know that this is not acceptable and, of course, report it to Ryan and Gerry.

Why Should I use This Contract When I Can Get Better Prices?

Better prices are available on the Internet (sometimes even from Enterprise). Usually these are specials that companies offer when they have extra vehicles available. These rates do not include the extra insurance that is included on the Enterprise contract. Our contract with Enterprise automatically includes:

- Full coverage any damage done to the vehicle, including full replacement value if the car is totaled
- \$500,000 liability and personal injury insurance

If you were to choose these options from one of the lower cost rentals or Internet specials it would add \$10-\$15 per day to the rental cost making the true rental cost not the bargain it appears. In the past the State had recommended that you do not buy any additional coverage because we were self-insured. It was a risk we took and sometimes paid for. But with this new contract, the insurance is automatic and the risk to the State (and your agency) is greatly reduced.